



Department of Energy
Washington, DC 20585

JAN 08 2009

MEMORANDUM FOR DISTRIBUTION

FROM:

DAE Y. CHUNG
DEPUTY ASSISTANT SECRETARY FOR
SAFETY MANAGEMENT AND OPERATIONS
ENVIRONMENTAL MANAGEMENT

SUBJECT:

Revision of the Office of Environmental Management Corporate
Performance Metrics System for Quality Assurance Programs

In 2008 the Office of Environmental Management (EM) developed the Corporate Performance Metrics System (CPMS) for Quality Assurance (QA) programs. On September 30, 2008, Chief Operations Officer Jim Owendoff issued the performance metrics system table and instructions. Subsequently, contractors from both Richland and Portsmouth/Paducah sites completed pilot tests of the CPMS in October 2008. Lessons learned from those pilots and other comments from EM field staff have been incorporated. The revised CPMS table and instructions are attached.

Significant revisions to the CPMS approach and performance metrics table are as follows:

- The CPMS for QA will be applied on an annual basis at the sites and evaluated only at Level III - Program Effectiveness Review - Annual Validation;
- Reformatted table to allow more space for response and to provide listing of supporting documents;
- Added three supplemental criteria: suspect/counterfeit items, software quality assurance and corrective action;
- Revised instructions and provided guidance on performance scoring; and
- Provided sample of completed metric table element to model expected level of detail.

This is an important EM effort undertaken by the QA office in partnership with several sites in terms of its development and review with full approval of the EM QA Corporate Board. Implementation of the CPMS will provide for a consistent, uniform basis to which all EM sites and Headquarters can report on their QA program performance. The performance metrics are intended to be applied at the major contract level for each site, and the contractor is expected to complete the metrics as part of its annual self assessment. The site manager will validate the assessment as part of the annual Integrated Safety Management (ISM) and QA validation and declaration at the end of the fiscal year.



If you have any questions please call me at (202) 586-8670 or Sandra Waisley at (202) 586-3087.

Attachment

cc:

I. Triay, EM-1
J. Owendoff, EM-3
B. Smith, EM-3.2
M. Moore, EM-3.3
J. Fiore, EM-6
F. Marcinowski, EM-10
M. Gilbertson, EM-20
M. Sykes, EM-30
D. Cochran, EM-40
J. Surash, EM-50
B. Bower, WVDP
G. Boyd, OR
D. Metzler, MOAB
T. Vero, BNL
J Rampe, SPRU
E. Sellers, ID
R. Schassburger, Oakland Projects Office

DISTRIBUTION:

Cynthia Anderson, Deputy Chief Operations Officer, EM-3
Jeffrey M. Allison, Manager, Savannah River Operations Office (SR)
Robert Brown, Deputy Manager, Oak Ridge Office (OR)
David A. Brockman, Manager, Richland Operations Office (RL)
Jack Craig, Manager, Consolidated Business Center Ohio (CBC)
Steve McCracken, Assistant Manager, Oak Ridge Office (OR)
David C. Moody, Manager, Carlsbad Field Office (CBFO)
William E. Murphie, Manager, Portsmouth/Paducah Project Office (PPPO)
Shirley Olinger, Manager, Office of River Protection (ORP)
Richard B. Provencher, Deputy Manager, Idaho Operations Office (ID)